

# SETTING UP YOUR SAVE A SPOT ACCOUNT



## SAVE A SPOT

Washington State Ferries

*The new and enhanced vehicle reservation system offers accounts tailored to customers.*

## Set up your account

You can create your own profile for faster transactions.

**EXECUTIVE ACCOUNT** Executive Account customers will have access to reservation spaces set aside specifically for them. An Executive Account is for customers who have an active business (commercial) account with WSF and want to bill their travel to that account or use a vehicle multi-ride card to pay for their travel. Executive Account customers do not have to pay a deposit for their reservations. However, they will be billed the deposit amount if they do not use their reservation and do not travel for the remainder of the operating day.

**PREMIER ACCOUNT** Premier Account customers will have access to reservation spaces set aside specifically for them. A Premier account customer must have a ReValue multi-ride card for their vehicle. Premier Account customers do not have to pay a deposit for their reservations. However, they will be billed the deposit amount if they do not use their reservation and do not travel for the remainder of the operating day.

**UNIVERSAL ACCOUNT** A Universal Account is for all customers. It allows them to create their own profile for faster transactions. Universal Account customers are required to pay a deposit for their reservation. The deposit will be credited towards the total fare due at the time of travel. Universal Account customers will not be able to pay for reserved travel with vehicle and driver multi-ride tickets.

**GUEST RESERVATIONS** Customers may still make a reservation as a guest if they do not wish to open a WSF reservations account.



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## Change and Cancel Policies

There is no penalty for changing or canceling your reservation more than 24 hours in advance of your reserved sailing. Your deposit will be refunded.

If you cancel your reservation within the 24 hour period, you will forfeit your deposit. Executive or Premier Account customers will be billed the applicable deposit amount.

As a courtesy, you are allowed one change to your reservation within the 24 hour period.

**YOU CANNOT MAKE ANY CHANGES OR CANCELLATIONS WITHIN 2 HOURS OF YOUR RESERVED SAILING.**

Deposits for missed reservations may be applied towards travel from the same terminal later that day.

## For Assistance

WSF Customer Service staff is available via phone at 888.808.7977 or email at [wsfinfo@wsdot.wa.gov](mailto:wsfinfo@wsdot.wa.gov) from 5am to 9pm this summer to answer questions and help you make, change, and cancel reservations.

### **American with Disabilities Act (ADA) Information:**

Individuals requiring reasonable accommodations may request written materials in alternate formats or other reasonable accommodations by contacting Susan Moriarty at (206) 515-3481. Persons who are deaf or hard of hearing may contact the sponsor through the Washington Relay Service at 7-1-1.

**Title VI Notice to Public:** WSDOT ensures full compliance with Title VI of the Civil Rights Act of 1964 by prohibiting discrimination against any person on the basis of race, color, national origin or sex in the provision of benefits and services resulting from its federally assisted programs and activities. For questions regarding WSDOT's Title VI Program or to file a complaint, please contact the Title VI Coordinators, George Laue at (509) 324-6018 or Jonte' Sulton at (360) 705-7082.



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